

Service Announcement

May 10, 2018

TO: WaTech Telecommunication Customers

FROM: Eric Talberg
Telecommunications Services Division

SUBJECT: Remote PBX Consolidation

In an effort to adopt emerging technology, simplify service and offer more features, WaTech Telephony Services is moving to a unified platform by consolidating phone systems (PBXs) to the State Data Center (SDC).

This notice is to communicate our plans to begin work on that effort by moving the connectivity of remote PBX locations from the Tumwater Campus PBX to the PBX at the SDC. This effort began internally within WaTech in April. The conversion process is expected to last 3 months.

WaTech Telephony Services will be working with our customers and business partners to re-route locations to the unified system. To minimize service disruption, WaTech Telephony Services will collaborate with each customer throughout this process and ensure concerns are addressed prior to implementation.

Impacts will be identified on a case-by-case basis, although, each implementation will require a brief coordinated outage to re-connect services for each customer site. The chief difference on the new system will be the need for users at the converted locations to dial 9+10 digits for all calls, i.e., area code and 7-digit phone number. Even when calling between PBX sites calls will need to be dialed as 10 digit numbers. The method for dialing other phones at your own site will not change, they will remain addressable as a five digit number. The project implementation team will be on-point for each conversion to assist with questions and concerns.

WaTech Contacts: For questions or comments, please contact Eric Talberg at (360) 407-8736 eric.talberg@watech.wa.gov or the WaTech Service Desk, 360-753-2454 or 888-241-7597 or servicedesk@watech.wa.gov

List of customer agencies involved with the Tumwater remote PBX consolidation:

<u>Agency</u>	<u>Locations</u>
Department of Retirement Services	1
Office of Insurance Commission (OIC)	1
Department of Corrections (DOC)	3
Department of Social and Health Services (DSHS)	2
Department of Financial Institutions	1

Written by: Eric Talberg, Manager, Telephony Services
Telecommunications Services Division
Washington Technology Solutions
360-407-8736
eric.talberg@WaTech.wa.gov